

BEFORE THE
IDAHO PUBLIC UTILITIES COMMISSION

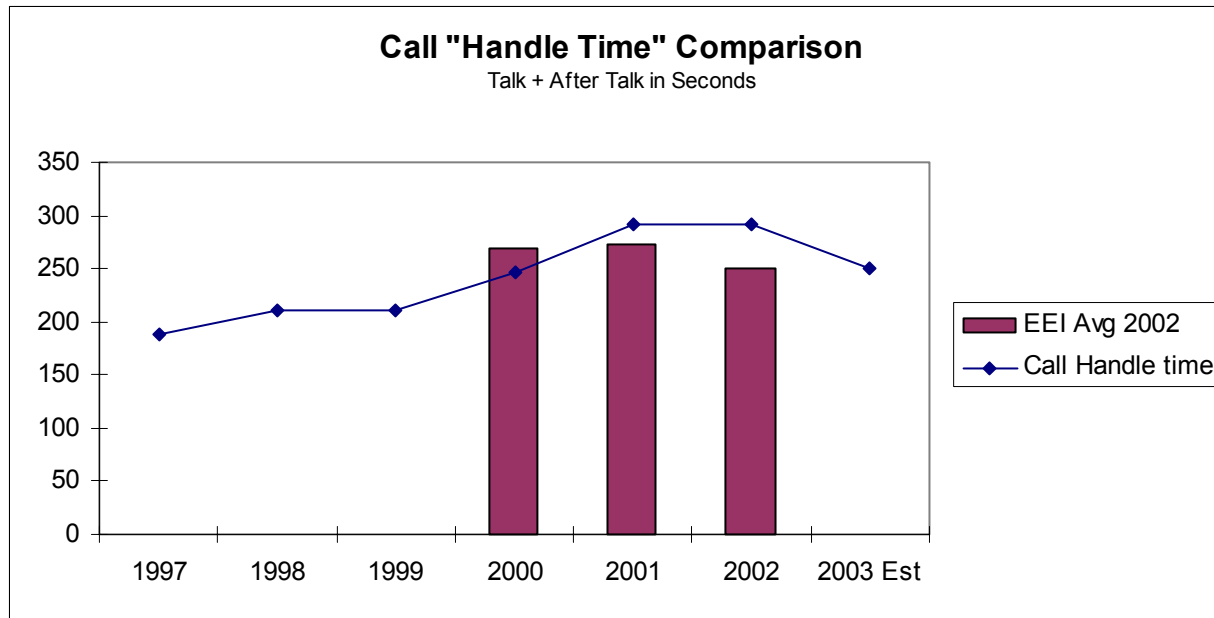
CASE NO. IPC-E-03-13

IDAHO POWER COMPANY

EXHIBIT NO. 57

S. FULLEN

Call Handle Time Comparison



Call Handle Time:

Call handle time is a standard call center metric that measures the total length of an inbound call in seconds. Handle time is defined as both the time spent on the phone with the customer and any time spent completing the work after the customer has hung-up.